

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-06 13-35-02

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
36	36	0	Pass	NA

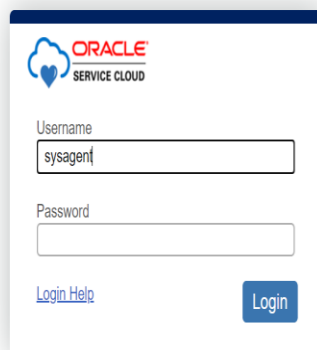
Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

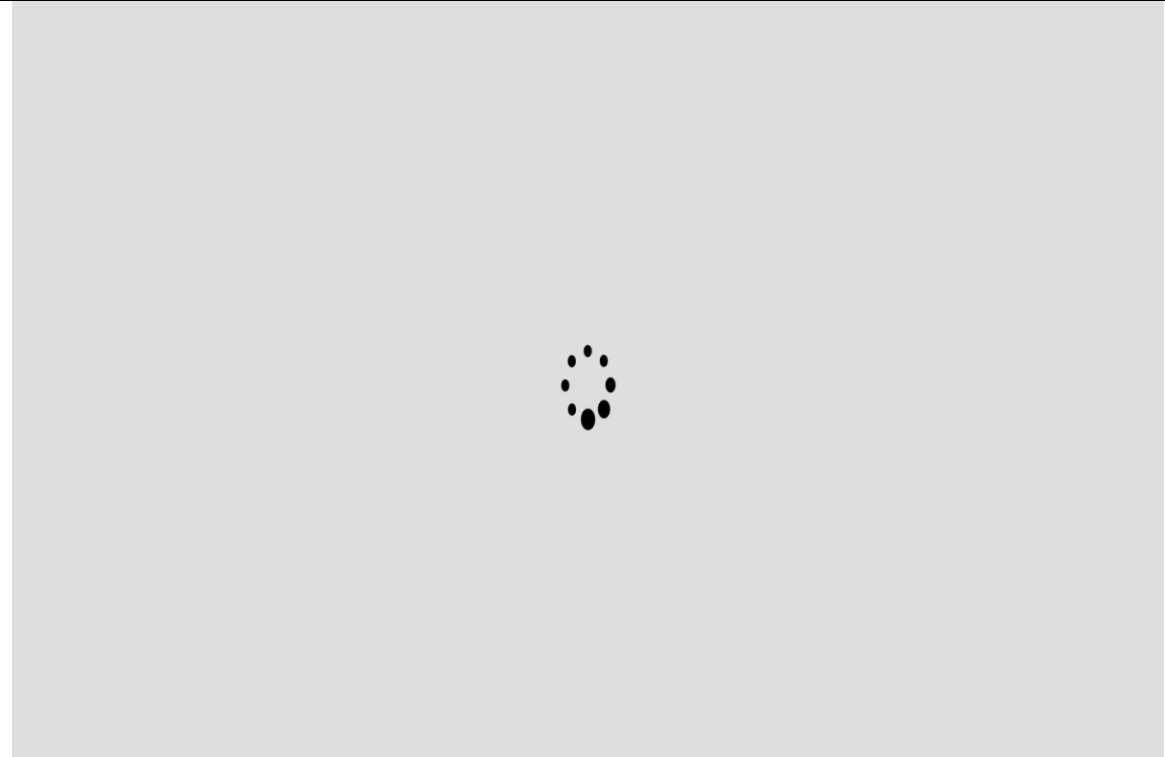
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



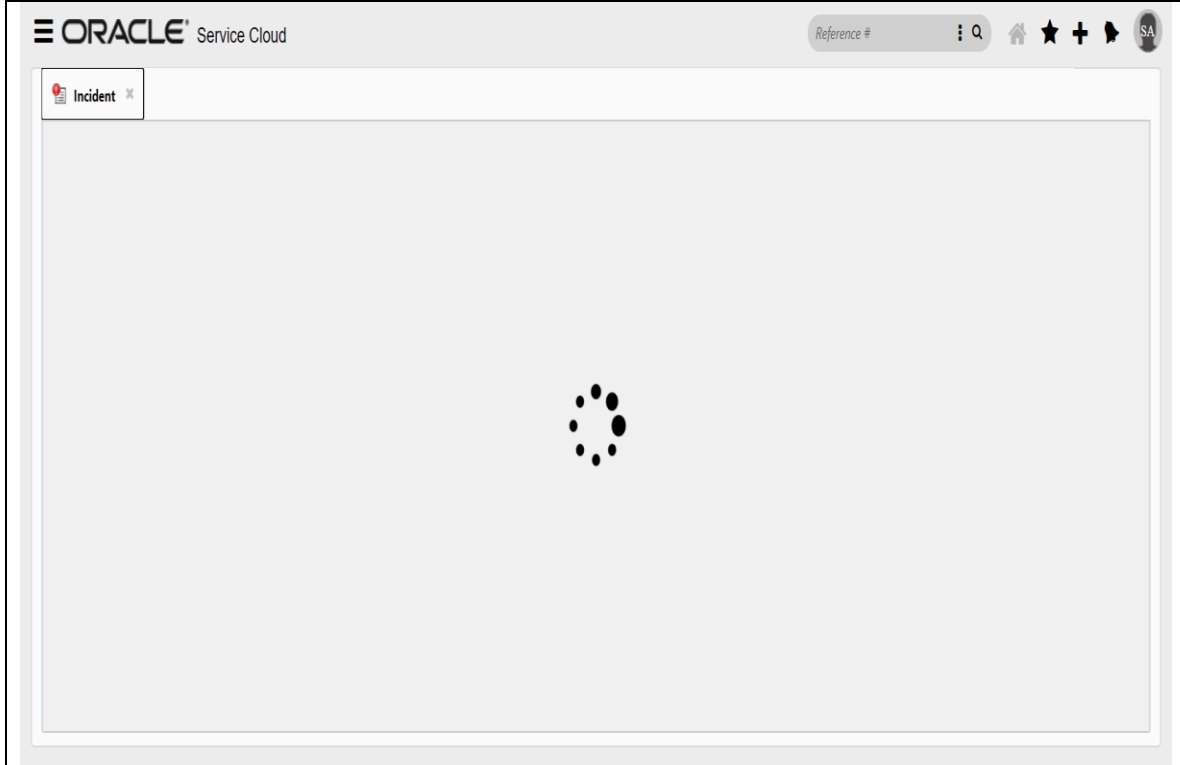
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass

ORACLE Service Cloud

Reference #

200806-000035

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000035

Contact * [No Value]

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a specific case. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a tabbed interface shows the 'Summary' tab selected. The case details are as follows:

Field	Value
Subject *	how this product works, ab92547 product is not functioning properly
Reference #	200806-000035
Status *	Open
Assigned	Agent Access > Sys Agent
Disposition	[No Value]
Contact *	Adam Smit
Organization Name	
Product	[No Value]
Category	[No Value]

The interface includes standard action buttons like 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' at the top of the case view. A right-hand sidebar contains additional navigation and utility icons.

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a 'Summary' section with fields for 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' field is currently open, showing a dropdown menu with 'Recent' and 'All' tabs. Under the 'Recent' tab, 'Minhaj Ameen' and 'Sys Agent' are listed, with 'Sys Agent' highlighted. The 'All' tab shows '[No Value]'. The right main panel contains fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]).

Oracle Service Cloud

Reference #

200806-001

Save

Summary

Subject

Reference #

Status

Assigned

Disposition

Recent

Minhaj Ameen

Sys Agent

All

[No Value]

Admin - Full Access

Agent Access

System Agent2

Minhaj Ameen

Sys Agent

Attachments

Audit Log

Contact

Organization Name

Product

Category

Adam Smit

California Federation

[No Value]

[No Value]

Step No:9

Step Description: Click on ab92547

Expected Result: ab92547 should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a case record for reference # 200806-000035 is shown. The record includes a subject line, a reference number, and various fields for status, assigned user, disposition, contact, organization name, product, and category. The 'Product' field is highlighted with a blue border and a refresh icon.

ORACLE Service Cloud

Reference # SA

200806-000035

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000035

Contact * Adam Smit

Status * Unresolved

Organization Name California Federation

Assigned [No Value]

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:10

Step Description: Click on Primary Antibodies

Expected Result: Primary Antibodies should be clicked

Actual Result: The Element: ClickCategory is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a tab bar shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The main content area shows a case record for reference # 200806-000035. The 'Subject' field contains the text 'how this product works, ab92547 product is not functioning properly'. The 'Reference #' field is populated with '200806-000035'. The 'Status' is set to 'Unresolved'. The 'Assigned' field shows '[No Value]'. The 'Disposition' field shows '[No Value]'. The 'Contact' field is populated with 'Adam Smit'. The 'Organization Name' is 'California Federation'. The 'Product' is 'ab92547'. The 'Category' field is currently empty and highlighted with a blue border, showing a refresh icon. The top right corner of the interface includes a user profile icon labeled 'SA' and several navigation icons.

Step No:11

Step Description: WaitTime

Expected Result: WaitTime

Actual Result: The browser had waited (hard wait) for: 5 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a specific case. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case title '200806-000035' is shown with a close icon. Below the title, there are action buttons: 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab contains a 'Subject' field with the text 'how this product works, ab92547 product is not functioning properly'. Below the subject, there are several fields: 'Reference #' (200806-000035), 'Contact #' (Adam Smit), 'Status' (Unresolved), 'Organization Name' (California Federation), 'Assigned' ([No Value]), 'Product' (ab92547), and 'Disposition' ([No Value]). A 'Category' dropdown menu is open, showing options: '[No Value]' and 'Primary Antibodies'.

ORACLE Service Cloud

Reference #

200806-000035

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000035

Contact * Adam Smit

Status * Unresolved

Organization Name California Federation

Assigned [No Value]

Product ab92547

Disposition [No Value]

Category Search...

[No Value]

Primary Antibodies

Step No:12

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass

ORACLE Service Cloud

Reference #

200806-000035

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000035

Contact * Adam Smit

Status * Unresolved

Assigned [No Value]

Disposition [No Value]

Organization Name California Federation

Product ab92547

Category [No Value]

